



NEW HAMPSHIRE
DHHS
DEPARTMENT OF
HEALTH & HUMAN SERVICES

Service Planning

BDS Service Coordination Meeting

4.26.2023

Readiness Training Schedule

Scheduled Readiness Trainings	
Trainings	Months
Service Authorization (Service Coordination Meeting)	April
Service Planning (Service Coordination Meeting)	April
Medicaid (NASDDDS)	April
Rules (Service Coordination Meeting)	May
Provider Rule	May
Crisis Policy/Sentinel Events (Service Coordination Meeting)	May
Claims Submission	June

Training schedule is subject to change.

Readiness Training Schedule

BDS is committed to providing support to service coordinators in preparation for 7/1.

BDS Provider Readiness Meetings

- **BDS Monthly Connection with Service Coordination and Intake Departments**

- Every 2nd and 4th Wednesday of the month from 2-3:30pm.

https://teams.microsoft.com/l/meetup-join/19%3ameeting_YmVmNDM1MDMtNDhhMS00MDE4LWEwM2MtMTJiNDdlZWUzZjQ4%40thread.v2/0?context=%7b%22Tid%22%3a%22992dae9-1c4c-42c8-a310-5088af55ba74%22%2c%22Oid%22%3a%22c3986336-a59e-4f47-aa37-cd2e72c8db70%22%7d

- **BDS Bi-Weekly Provider Readiness Open Office Hours**

- Every other Tuesday from 11-12pm.

<https://nh-dhhs.zoom.us/j/85809901209?pwd=bnEyM0FrdzZXZWVXOWF4b0tPanRpQT09>
Meeting ID: 858 0990 1209 Passcode: 201101

- **BDS Monthly Provider Meeting**

- Every 4th Wednesday of the month from 10-11:30am.

https://teams.microsoft.com/l/meetup-join/19%3ameeting_ZWZjYTBjMjUtMzg2Yi00MDYxLWEyYWYtZDFkYmU1NTk3YTYy%40thread.v2/0?context=%7b%22Tid%22%3a%22992dae9-1c4c-42c8-a310-5088af55ba74%22%2c%22Oid%22%3a%227adcb656-a0c6-49b6-992c-55d9d43565e7%22%7d

- **BDS Weekly Meeting with Service Coordination Supervisors**

- Every Friday from 10-11:30am starting on May 5th.

Agenda

1. Intake and Eligibility Overview
2. Service Planning
3. Question and Answer

Intake and Eligibility Overview

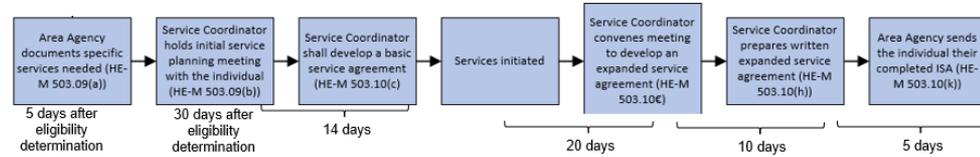


Proposed Revisions as of 12/8 | He-M 503

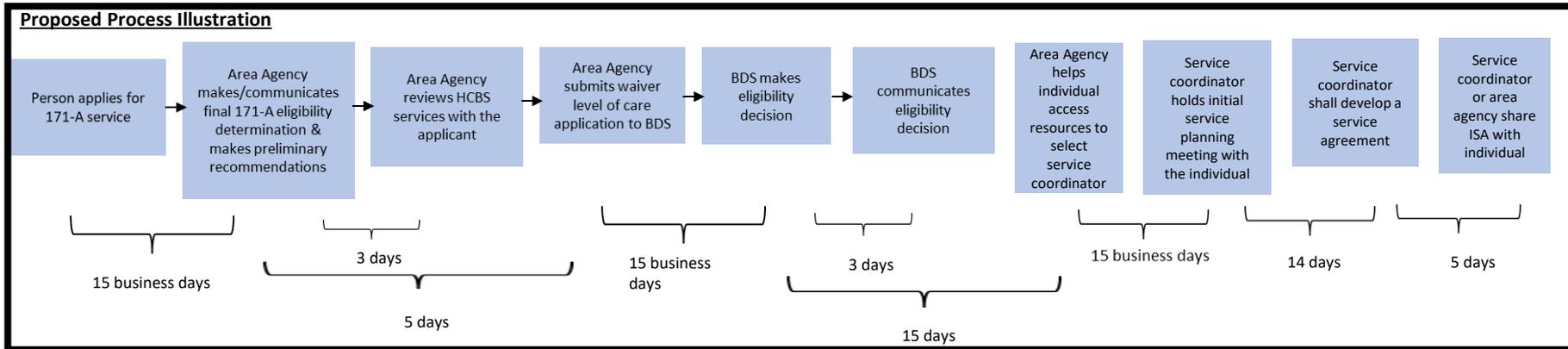
Update service coordination timelines as follows (He-M 503.09):

- Waiver Eligibility Determination -> Service Coordinator Selection | 15 days
- Service Coordinator Selection and Acceptance -> Initial Person-Centered Planning Meeting | 15 business days
- Initial Person-Centered Planning Meeting -> ISA Completion | 14 days (HE-M 503.10(c))

Current State



Proposed Process Illustration

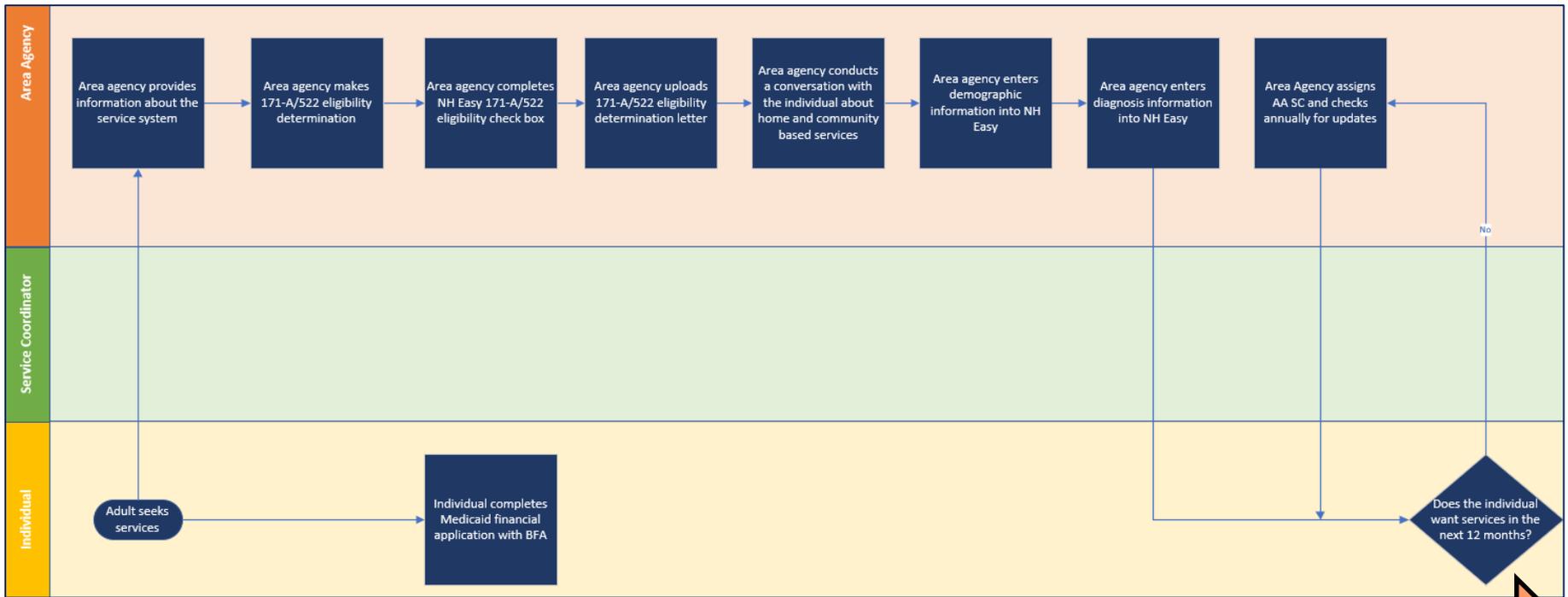


The Bottom Line for Staff

- The process will no longer have a potential pause in activity when services are initiating.
- To clarify lines of responsibilities between area agency staff and service coordinators, a new requirement exists regarding the timing of service coordinator selection. Area agencies must help an individual access resources to select a service coordinator approximately two weeks after a waiver eligibility determination is made by BDS.
- Service coordinators will still have two weeks to develop the ISA and approximately 30 days after eligibility to hold an initial service coordination meeting.

Intake and Eligibility Operational Process

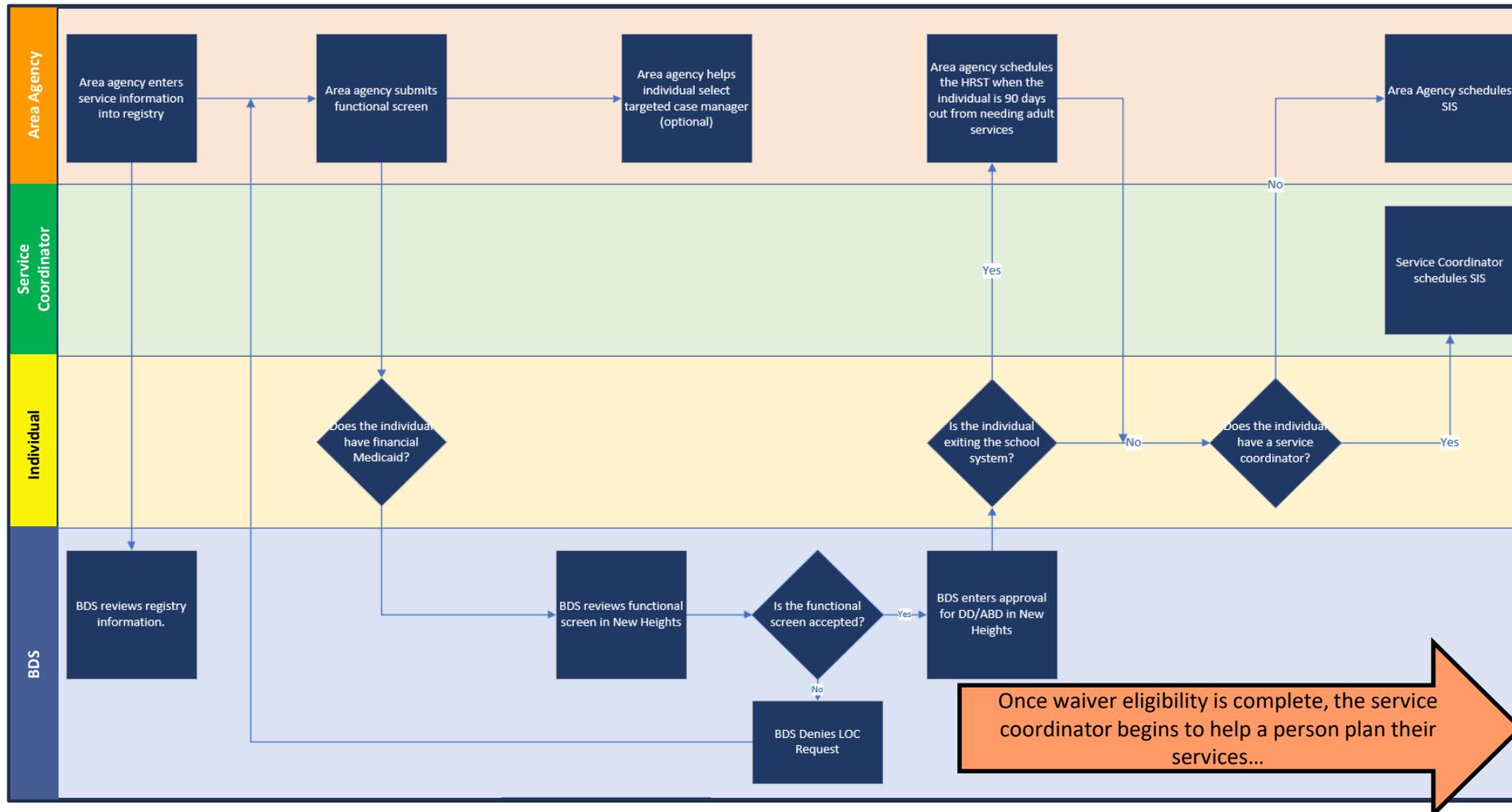
Area agencies begin the intake process by providing information to individuals about what services are available and completing RSA 171-A eligibility.



If an individual DOES want services within 12 months, then the area agency moves onto the Registry and Medicaid Waiver (Level of Care) eligibility...

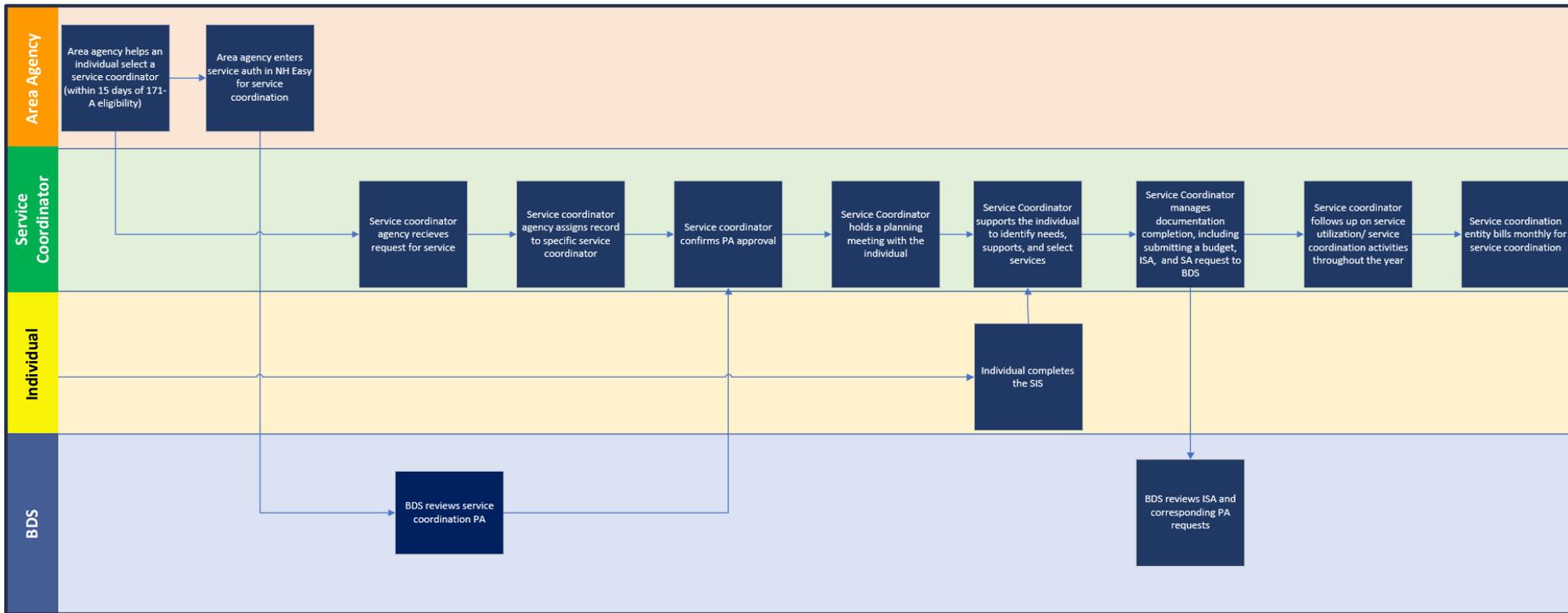
Intake and Eligibility Operational Process

Once an individual decides they want services, area agencies will help them apply for Waiver services by submitting a Level of Care request. Then, the SIS and the HRST will be scheduled...



Intake and Eligibility Operational Process

Once an individual has Waiver eligibility and knows they want services within 12 months, the service coordinator will begin to help the individual plan their services.

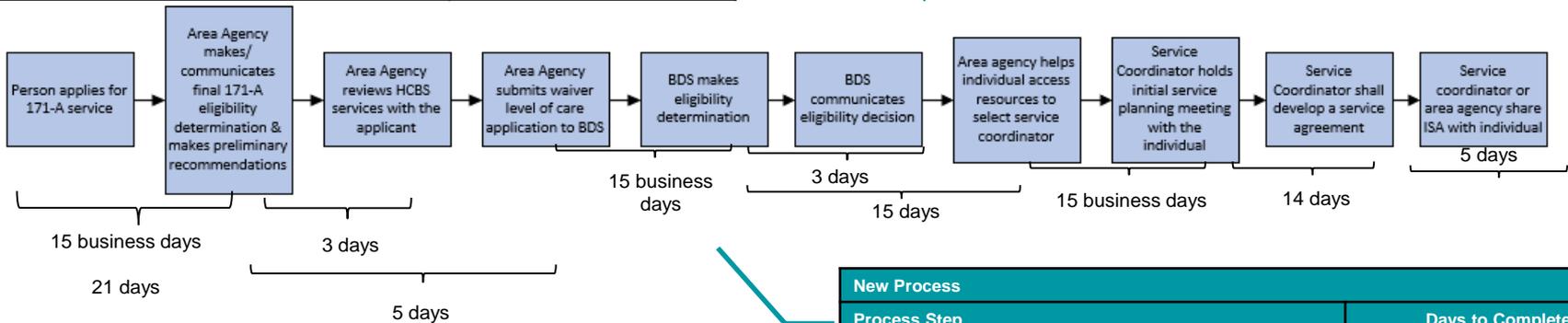


Proposed Intake Timeline

Prospective Individual: Mark

- 26 years old, has Medicaid, seeking service coordination and supported employment

Old Process	
Process Step	Days to Complete
Application, Recommendations, 171-A Eligibility	42
SC holds a planning meeting	Included in intake timeline
AA submits PA and LOC, BDS determines waiver eligibility	27 Days
SC develops basic SA	14 Days
<i>Pause until services begin</i>	Undefined
ISA meeting held, written, submitted	35 Days
Total	118 Days



New Process	
Process Step	Days to Complete
Application, Recommendations, 171-A Eligibility, Review HCBS	37 Days
AA submits LOC, BDS determines waiver eligibility	24 Days
AA informs SC selection	12 Days
<i>Pause until SC is selected</i>	Undefined
ISA meeting held, written, submitted	40 Days
Total	113 Days

Service Planning



ABD/DD Waiver Services (Current)

Waiver Services
Day Habilitation/Community Participation
Residential Habilitation
Respite
Case Management/Service Coordination
Supported Employment
Assistive Technology
Community Integration Services
Community Support Services
Crisis Response Services
Environmental and Vehicle Modification Services
Individual Goods and Services
Non-Medical Transportation
Personal Emergency Response Services
Specialty Services
Wellness Coaching
Removable Prosthodontic Services

Service Planning Functions

In collaboration with service coordinators, BDS developed a list of functions that define the role and responsibilities of the SC's.

<https://www.dhhs.nh.gov/sites/g/files/ehbemt476/files/documents2/scfunctionlist.pdf>

- Included in those functions are the expectations of service coordinators during the service planning process. Those main functions are as follows:
 - Assisting the individual in the navigation of the system to obtain services.
 - Developing the service plan through person-centered approaches.

System Navigator	
System Navigator	Identify needs and supports to assist the eligible individual in obtaining services
System Navigator	Assist the individual and family by providing information and education related to services and support options to best meet the individual needs of the participant; including topics such as guardianship and/or supported decision making
System Navigator	Assist the individual to connect with medical, social, educational or other programs, resources, and services that address identified needs and support achievement of the individual's goals
System Navigator	Assist the individual/guardian or rep. to access and maintain benefits for which they are eligible including public medical and financial benefits, specific grant programs, etc.
System Navigator	Describe to the individual, guardian, or representative their waiver service options and method of service delivery
System Navigator	Work collaboratively with vocational rehabilitative service administrators to help individuals connect with employment resources
System Navigator	Collaborate and assist with access to behavioral health services
System Navigator	Facilitate transition planning to and from waiver & community services
System Navigator	Inform individuals of the service appeals process

Service Planning Functions

Person-Centered Planning	(Person-Centered Planning is to inform the service agreement)
Person-Centered Planning	Coordinate the service planning process as outlined in He-M 503
Person-Centered Planning	Ensure that service documentation is maintained as outlined in He-M 503, adhere to record retention requirements
Person-Centered Planning	Identify individual's needs, goals, and/or preferences
Person-Centered Planning	Convene service planning meetings
Person-Centered Planning	Develop the ISA, including updates and renewals, specifying goals and/or actions to address the medical, social, and other services needed by the individual
Person-Centered Planning	Support the individual to facilitate the choice and selection of service providers to deliver services, conduct outreach on behalf of the individual to confirm capacity and ability to provide services
Person-Centered Planning	Manage budget development and service authorization process from approximately July 2023-December 2023
Person-Centered Planning	Submit the room and board request for individuals in 24/7 staffed residential services to BDS when a request is received from the provider for funds above and beyond the participant's room and board payment
Person-Centered Planning	No less than 45 days in advance of the annual service planning meeting, ensure that all needed evaluations and assessments are complete; including the Supports Intensity Scale (SIS) (readministered at least every 5 years for individuals 16 years old or older), Health Risk Screening Tool (HRST) (readministered at least annually), and/or any other assessments specific to the individual to support plan development
Person-Centered Planning	Complete annual functional screen (renewals)
Person-Centered Planning	In advance of the annual service planning meeting, identify risk factors and plans to minimize them, as outlined in He-M 503, when applicable
Person-Centered Planning	Ensure communication and collaboration with the local Human Rights Committee (HRC) and/or Risk Management Committee to adhere to the formal process, as outlined in He-M 504, when applicable
Person-Centered Planning	In advance of the annual service planning meeting, assess an individual's interest in or satisfaction with employment
Person-Centered Planning	In advance of the annual service planning meeting, assess the individual's progress on goals and help the individual prepare for the development of new goals
Person-Centered Planning	Update and revise an Individual Service Agreement (ISA) when: <ul style="list-style-type: none"> * request of a new service or change in individual goals * an individual requests a change in service delivery including amount, scope and/or duration of the service * changes in diagnosis or demographic information * change in legal status - including guardianship, marital status, etc. * change in rendering provider for a service * any other relevant changes impacting the individual's access to or receipt of services
Person-Centered Planning	If the individual chooses to receive services sooner than anticipated, or chooses to discontinue and terminate all services, notify the designated Area Agency upon notification from the participant

Individual Service Agreement (ISA)

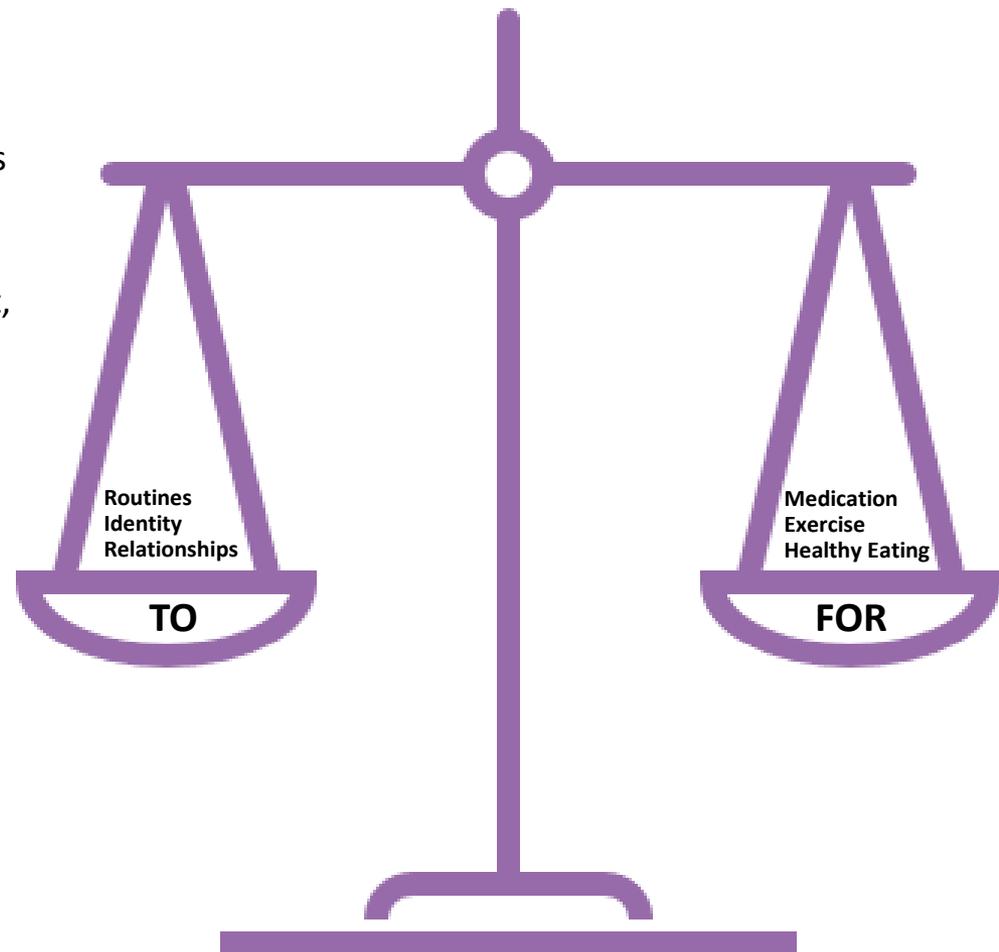
BDS has identified the following as common barriers to the approval of new and enhanced services listed in the ISA.

- ISA amendments for waitlist enhancements not being person-centered with an assessed need identified for the increase.
- Staffing ratios not indicated.
- Community Integration Services not having goals or putting the goals under Community Participation Services.
- Specialty Services in budget not broken out for specific service.

Person-Centered Service Planning

The person-centered service plan must reflect the services and supports that are important for the individual to meet the needs identified through an assessment of functional need, as well as what is important to the individual with regard to preferences for the delivery of such services and supports.

- What is important **to** a person includes those things in life which help us to be satisfied, content, comforted, fulfilled, and happy.
- What is important **for** a person includes those things in life that involve health and safety.
- A quality person-centered service plan requires a balance between what is important to and for a person.
- Person-Centered Planning Federal Regulation-
<https://www.ecfr.gov/current/title-42/chapter-IV/subchapter-C/part-441/subpart-M/section-441.725>



Person-Centered Planning

Person-Centered Service Planning Resources

BDS is currently expanding the opportunities for service coordinators to receive person-centered planning training and technical assistance.

- **Charting the LifeCourse**
 - BDS has renewed our annual membership with Charting the LifeCourse and plans on offering service coordinators slots in the ambassador training series.
 - The membership will also allow for New Hampshire to receive technical assistance in development of implementing person-centered thinking in service planning.
 - <https://iod.unh.edu/charting-lifecourse-nh>
- **University of New Hampshire Person-Centered Options Counseling Certification (NH PCOC)**
 - New Hampshire Department of Health and Human Services (DHHS) contracted with UNH Center on Aging and Community Living (CACL) to develop state-specific curriculum and competencies to support Person-Centered Options Counseling (PCOC). DHHS and CACL convened stakeholder focus groups comprised of ServiceLink Aging and Disability Resource Center staff to create a formal certification process for PCOC.
 - NH PCOC Certification has four components: Online modules, a one-day in-person course, mentoring, and a written portfolio.

Person-Centered Resource Cont.

Integrated Support Star



Life Trajectory

LIFE TRAJECTORY | EXPLORING BEN COPING WITH/SURVIVING THE CO-VID19 CRISIS

STAY HEALTHY/ACTIVE
-Walk outdoors when it's nice weather
-Avoid contact with anyone other than Mom or Dad (social distancing)
-Get a list of other exercise ideas from Matt and Adam (weights, push-ups etc)--use ZOOM
-Clean up the driveway basketball goal
-Healthy but yummy food choices
-Good and frequent hand washing
-Purcell
-Wipe down surfaces daily
-Cover coughs and sneezes
-Check temperature regularly

DAILY LIFE/ROUTINE
- somewhat consistent wake/sleep times
- shower daily
- Help with housework/cooking/etc daily "schedule" of things to do such as exercise, physical activity, get outdoors, etc

STAY CONNECTED
-Facetime Matt and other family
-Skype or Facetime Fire Dept shifts
-Make an encouraging video for ESFD
-Help Ben get on Facebook daily and "like" or comment on friends posts
-online church services on Sundays
-Front yard 10ft apart meet up with Steve

STAY BUSY/NOT BORED
-Ipad (WWE, music)
- Remote control truck
- **see stay connected
- golf in basement
- Family Movie time
- explore e-books

POSSIBLE OBSTACLES/BARRIERS
-Dad still has to work - potential exposure
-CO-VID on the news and other media all the time
-Other people not complying with social distancing
-CABIN FEVER IS REAL
-Crappy weather/can't get outside

Vision for What I Want

WHAT WE WANT FOR BEN DURING THE CO-VID19 CRISIS
-Keep busy
-Keep working on fitness while he isn't able to access his trainer or the community center
-Stay Connected with:
• Fire department friends
• Valued staff
• Family who don't live with us (especially Matt)
• St Ann friends
• Coffee friends & other community acquaintances
-Stay healthy and active
-Dad and Mom stay healthy too
-Keep a positive outlook on life - BE HAPPY

What I Don't Want

WHAT WE DON'T WANT TO HAPPEN DURING THE CRISIS
-Boredom
-Get CO-VID19 or any other sickness
-Stress and worry
-Ben scared he will get sick
-Ben worried for parent's health
-Seizures or other diagnosis related health complications
-Sadness
-Missing family and friends
-Gaining weight/out of shape

Developed by the Charting the LifeCourse Nexus - LifeCourseTools.com
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Next Meeting
May 10, 2023
2-3:30 PM

Questions, Comments, or Concerns?